

RFP-3-90
UIM (IV&V)
Attachment “A” – Statement of Work

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1.0 Proposal Requirements and Instructions

The vendor proposal must be provided on diskette, CD-ROM as well as printed and assembled in the following order.

Tab A	Management Summary
Tab B	Administrative Information
Tab C	Organization & Individual Qualifications and Experience
Tab D	Project Milestones
Tab E	Proposed Project Costs

Include any literature that may augment or clarify the narrative behind each tabbed section. It is essential that each tab contain sufficient detail so the evaluation committee can effectively determine if the proposal meets the mandatory requirements and there is a basis for assigning points. The vendor must pay particular attention to the following:

- Prospective vendors are cautioned that an in-depth analysis of all documents is critical to gaining a full understanding of the requirements and to developing a realistic proposal and associated costs.
- Submit clear and concise answers to specific questions and requirements.
- Clarity, completeness and organization of information presented in the proposal are very important.
- When referencing successful projects completed by the organization, the description of the project must clearly and explicitly discuss all facets of the projects that qualify them as “similar in size and scope”. Failure to provide a clear explanation may result in the Evaluation Committee rejecting the project as a reference.
- When responding to requirements concerning the experience of employees proposed for this project, the resume or summary of experience must clearly and explicitly show specific assignments (including length of assignment) that qualify as the experience stated in the requirement. Failure to provide detailed descriptions of duties and responsibilities may result in the Evaluation Committee rating the individual as not possessing the skills and/or experience stated in the requirement.

Note: It is completely reasonable to assume that vendor employees presented in the RFP response for this project may be assigned to other projects during the RFP review and selection time period. DWD reserves the right to interview and accept/reject employees the vendor proposes to assign to the project who were not represented in the initial response to this RFP.

- It is mandatory that the proposal is in the specified format and that the requested number of copies is submitted. If this condition is not met, the proposal shall not be evaluated.

For each Tab below, the vendor must describe specific expertise. The vendor must propose how this expertise will be implemented specifically for the IV&V project. Responses will be utilized to create a Statement of Work document as part of the selected vendor contract. The Evaluation Team will score based on content, conciseness and appropriateness for each category.

2.0 Tab A – Management Summary

Provide a brief summary review of the proposal. The review shall be prepared in such a manner as to make it understandable to individuals not familiar with the terminology associated with a project of this type.

3.0 Tab B – Administrative Information

Provide responses to all the Administrative Requirements as outlined in the RFP.

4.0 Tab C – Organization & Individual Qualifications/Experience

DWD expects the vendor to clearly represent their qualifications and organizational experience for undertaking the IV&V responsibilities. Vendors not meeting these basic qualifications will be disqualified from further review and evaluation.

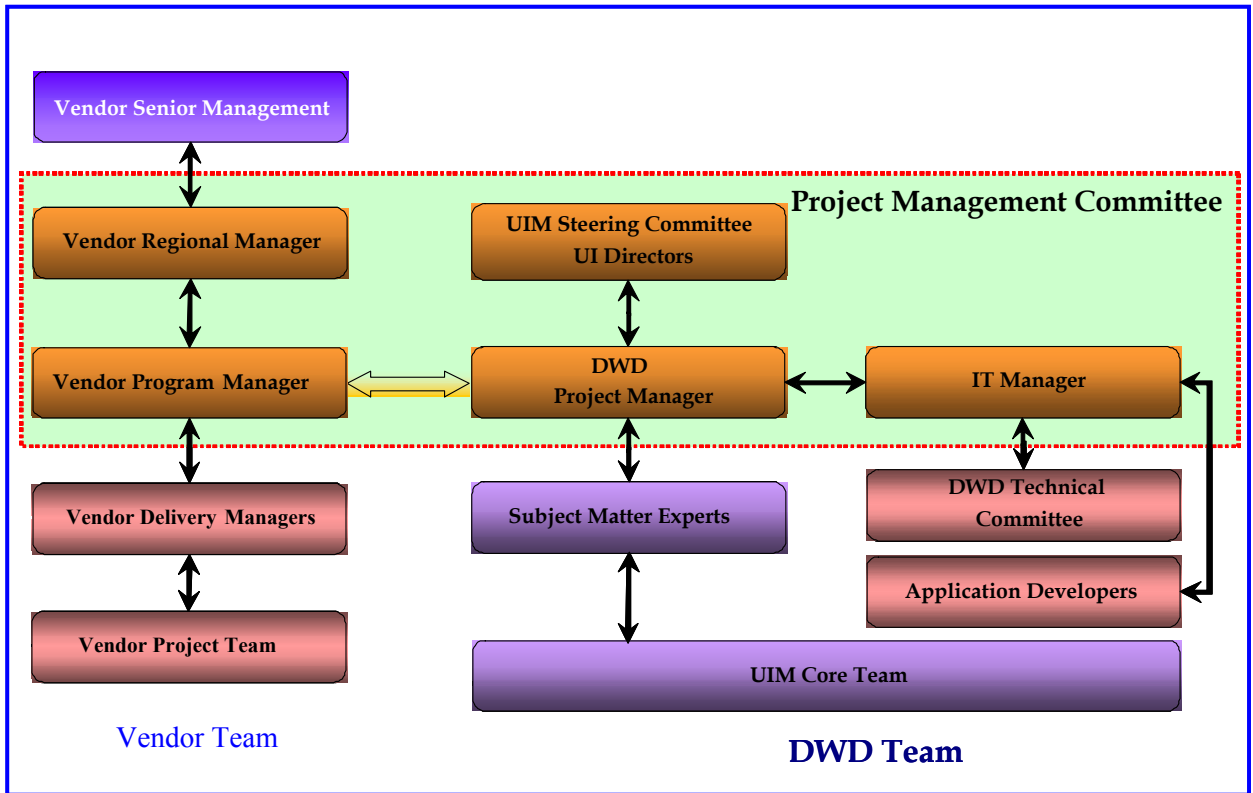
4.1 Vendor/Customer Relationship

It is important to form a partnership and a close working relationship between DWD and the vendor. The vendor will define, describe and propose their approach for building a strong vendor customer relationship.

4.2 Stakeholder Management

Stakeholders include the UIM Steering Committee, Primary Vendor Team, DWD Team and the Change Management Vendor team. Explain the management processes that will be implemented to keep these stakeholders updated on the status of the IV&V efforts. Outline a communication plan and provide examples of previously implemented projects using this or a similar communication plan.

4.3 Project Organization Chart



Is it possible that items 4.4 and 4.6 could be combined? They are very similar.

4.4 Vendor Experience

The vendor must denote experience in IV&V efforts completed and that are similar in size and scope. These projects must include the full range of the project life cycle (requirements, design, development, testing, and implementation), and include the implementation of the hardware and software technology. The vendor must provide customer references for DWD to contact.

DWD is specifically seeking a vendor who has experienced projects using:

- JAVA
- IBM Web Sphere
- IBM Rational Suite of Tools
- Oracle Database
- FileNET (Image Capture and Workflow)
- Unix Operating Systems

Include any other pertinent information that will contribute to qualitative assessment of the vendor's qualifications.

4.5 Vendor Staffing

The vendor must provide a resume of the proposed IV&V project manager. If the vendor has more than one candidate to represent, a resume must be provided for each. DWD expects this important project position to be filled by a permanent, full-time employee of the vendor, who cannot be a subcontractor. The individual must have verifiable experience and expert knowledge of IV&V efforts for large system development projects. The resume must reflect project management experience and customer references for DWD to contact. It is critical that the same individual remain as the project manager throughout the project lifecycle. This position will report on-site at DWD's Indianapolis office. In the event that it is necessary to change project managers, DWD reserves the right to approve the replacement candidate.

4.6 References

The vendor must provide at least two and no more than four references for IV&V Projects that have been successfully completed. DWD may contact any reference provided. Please include the name and telephone number of an individual employed by the client who can discuss the project and the results. The State has the right to contact these individuals or others who may have information regarding the referenced project(s).

5.0 Tab D – Project Milestones

DWD anticipates a two-year project cycle with a targeted implementation date of August 2005.

The vendor will propose a comprehensive and logical explanation to represent how it **has** planned to address IV&V for each of the major milestones outlined below. These milestones include the efforts of the DWD Team, Primary Vendor Team and the Change Management Vendor Team. Clearly provide specific criteria required for fulfilling each of the milestones.

Each project milestone will also serve as a basis for contract payments to the vendor. DWD is requesting the vendor to price the project using these milestones. At the completion of each milestone, DWD expects the vendor to validate their original estimate. The vendor and DWD management will confirm and/or refine the estimated (cost and schedule) allowing management to proactively reset expectations.

During contract negotiations, DWD and the Vendor will finalize the Statement of Work and deliverables for each of these project milestones.

Milestone 1: Detailed Requirements

- Formal review of the core project deliverables
- Master UIM Project Plan
- Risk Assessment & Mitigation Plan
- Review and finalize the proposed Change Management Plan
- Review and finalize the proposed Issue and Resolution Plan
- Gap analysis of vendor proposed system with the Functional User Requirements
- Data Flow Diagrams
- Entity and Interface diagrams
- Establish formal acceptance and sign-off procedures for each milestone
- Validate original milestone estimates at this time
- Acceptance and sign-off

Milestone 2: Detailed Design

- System Design – with functional prototypes that can be used to present the features of UIM to the stakeholders
- Security System Design
- Infrastructure Design
- Database Design
- Validate original milestone estimates
- Acceptance and sign-off

Milestone 3: Detailed Project Plans

- Infrastructure Implementation Plan
- User Test Plan
- IT Staff Training Plan
- User Operations Training Plan
- Data Conversion/Migration Plan
- Requirements Management Plan
- System Disaster Recovery Plan

- User Training Plan
- Performance Testing Plan
- Validate original Milestone estimates
- Acceptance and sign-off

Milestone 4: Preparation for Development

- IT Staff Training
- Hardware Procurement
- Infrastructure Implementation
- Detailed Program Specifications – Modifications & New Functionality
- Data Conversion Program Specifications
- Validate original Milestone estimates
- Acceptance and sign-off

Milestone 5: Development

- System Development/Coding
- Data Conversion Development
- Unit Testing
- System/Integration Testing
- System Documentation
- User Test Plan Development
- User Training (System Preview – Prototype Presentation)
- Vendor User Trainer Training
- User Acceptance Testing
- Validate original Milestone estimates
- Acceptance and sign-off

Milestone 6: Implementation

- Final User Training
- Data Conversion
- System Implementation
- Acceptance and sign-off
- Post Implementation Support
- Final sign-off and Release of Vendor

6.0 Tab E – Proposed Project Costs

For the purposes of this RFP and to receive a consistent response that can be processed in a fair and equitable manner by the Evaluation Committee, the vendor must propose project costs using the schedule(s) outlined below. Any deviation from this must be clearly noted and explained in detail.

This section includes all costs the vendor expects DWD to pay over the life of the project. The vendor must note a cost estimate for anticipated change requests. DWD will not pay any costs that are not listed within this schedule.

6.1 Vendor Proposed Costs

Include all proposed costs summarized by the project milestones outlined in TAB D. Identify other costs and provide an explanation.

MILESTONE	HOURS	COST
Milestone 1: Detailed Requirements		
Milestone 2: Detailed Design		
Milestone 3: Detailed Project Plans		
Milestone 4: Preparation for Development		
Milestone 5: Development		
Milestone 6: Implementation		
Total Milestone Costs		
Other Costs:		
Total Other Costs		
Grand Total Vendor Proposed Costs		

6.2 Vendor Cost Estimates

Explain the process used to produce the cost proposal, how the process has been validated and include the following personnel/cost data:

JOB SKILLS/POSITION	HOURLY RATE

6.3 Payment Method

DWD must accept the milestone deliverables before the vendors submits an invoice for payment. Upon receipt of the invoice, standard DWD invoice payment processing procedures will be adhered to.

6.4 Holdback

Payment for each Milestone will be based on estimated percentages of the total offered price. The state shall withhold twenty percent (20%) of each payment until all deliverables have been accepted by the State. After all deliverables have been accepted, the final payment representing the withheld 20% will be made.